



Center for Medicaid and State Operations/Survey and Certification Group

Ref: S&C-05-46

DATE: September 22, 2005

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Nursing Home Compliance with the Requirements Related to Preventing Abuse

Letter Summary

This memorandum asks all State Survey Agencies (SAs) to remind all Medicare and Medicaid participating nursing homes in the State of the Federal requirements related to screening potential employees and checking with all appropriate nurse aide registries. This memorandum also provides contact information for nurse aide registries in every State.

Competent and caring nurse aides are essential to providing quality care to nursing home residents. Nursing homes have the responsibility to employ qualified nurse aides who are properly trained, appropriately tested, and have no adverse findings against them of abuse, neglect, or misappropriation of property. The purpose of this memorandum is to remind nursing homes of the responsibilities related to screening potential hires, including the responsibility to check the nurse aide registry.

Nursing homes are required to develop and implement written policies and procedures that prohibit mistreatment, neglect, and abuse of residents, and misappropriation of their property. This responsibility includes screening potential employees for a history of abuse, neglect or mistreating residents by obtaining information from previous employers and/or current employers, and checking with the appropriate licensing boards and registries.

Nursing homes are required to check the nurse aide registry. Current Federal regulations prohibit nursing homes from employing individuals who have been found guilty of abusing, neglecting, or mistreating residents by a court of law or have had a finding entered into the State nurse aide registry concerning resident abuse, neglect or misappropriation of property. In addition, nursing homes must check the nurse aide registries of other States the potential employer believes might contain information about an individual. The regulations require that before allowing an individual to serve as a nurse aide, a facility must seek information from every State registry established under sections 1819(e)(2)(A) or 1919(e)(2)(A) of the Social Security Act the facility believes will include information on the individual.

To support this nursing home responsibility, attached is a list of contact information for all State nurse aide registries that may assist nursing home employers in verifying information from other nurse aide registries. The Centers for Medicare & Medicaid Services (CMS) will post the attached list at its link to the Web site, “Sharing Innovations in Quality (SIQ) Repository of Clinical Standards and Quality.”

Users can access the repository of information through the current Web site address - <http://www.cms.hhs.gov/medicaid/survey-cert/siqhome.asp>. The attached State Nurse Aide Registry List is located under the CMS Policies and Memos section of the repository. States are asked to review the registry list and to e-mail any corrections or updated information to siq@air.org. Please reference the e-mail as “Update to the State Nurse Aide Registry List.” We hope that this will further assist nursing homes in contacting the nurse aide registry of other States before hiring a nurse aide.

Also, we want to remind nursing homes that Federal regulations allow individuals enrolled in an approved nurse aide training and competency evaluation program to work up to four months, performing only those skills for which their trainer has determined proficiency, before successfully passing their nurse aide competency evaluation examination and being included on the nurse aide registry.

Effective date: Please share this information with all nursing homes in the State within 30 days of the date of this memorandum.

Training: This memorandum should be shared with State Survey Agencies and CMS Regional Office supervisory and training staff.

/s/

Thomas E. Hamilton

Attachment

cc: Survey and Certification Regional Office Management

STATE NURSE AIDE REGISTRY LIST

(To update the information for your agency, please e-mail changes to siq@air.org. Please reference the e-mail as "Update to the State Nurse Aide Registry List.")

ALABAMA AL Nurse Aide Registry AL Dept. of Public Health Division of Healthcare Facilities PO Box 303017 Montgomery, AL 36130-3017 Phone: (334) 206-5169 FAX: (334) 206-5219 Online NAR: http://ph.state.al.us/nar/find.asp Online Abuse List: http://ph.state.al.us/nar/nurse%20aide%20abuse%20list.pdf	ALASKA AK Nurse Aide Registry AK Dept. of Commerce, Community & Economic Development Division of Occupational Licensing 550 West 7 th Avenue, Suite 1500 Anchorage, AK 99501 Phone: (907) 269-8169 Fax: (907) 269.8196 Online NAR: http://www.commerce.state.ak.us/occ/pnu a.htm	ARIZONA AZ Nurse Aide Registry AZ State Board of Nursing Nurse Aide Registration Program 1651 E. Morten Ave, Suite 210 Phoenix, AZ 85020 Phone: (602) 889-5150 FAX: (602) 889-5155 Online NAR: http://www.azbn.org/OnlineVerification.asp
ARKANSAS AR Nurse Aide Registry AR Dept. of Human Services Office of Long-term Care PO Box 8059, Slot S405 Little Rock, AR 72203-8059 Automated Line: (501) 682-8484 Direct Line: (501) 682-1807 FAX: (501) 682-8551	CALIFORNIA CA Nurse Aide Registry CNA/HHA/CHT Certification Unit Licensing & Certification Program ATCS-MS 3301 P.O. Box 997416 1615 Capitol Avenue Sacramento, CA 95899-7416 Phone: (916) 327-2445 Fax: (916) 552-8785	COLORADO CO Nurse Aide Registry Colorado Board of Nursing 1560 Broadway, Suite 880 Denver, CO 80202 Phone (303) 894-2442 Fax: (303) 894-2821 Online NAR: https://www.doradls.state.co.us/alison.php
CONNECTICUT CT Nurse Aide Registry CT Dept. of Public Health 410 Capitol Avenue, MS# 12 MQA PO Box 340308 Hartford, CT 06134-0308 Phone: (860) 509-7596 FAX: (860) 509-7607 Registry Managed by Promissor PO Box 13785 Philadelphia, PA 19101 Phone: (800) 566-8668 Online NAR: www.asisvcs.com/services/registry/search_generic.asp?CPCat=0607NURSE	DELAWARE DE CNA Registry DE Dept. of Health and Social Services Div. Long Term Care Residents Protection 3 Mill Road, Suite 308 Wilmington, DE 19806 Phone: (302) 577-6666 Verification: (302) 577-6666 Online Registry: Managed by D&S Diversified, Headmaster, LLP www.hdmaster.com	DISTRICT OF COLUMBIA DC Nurse Aide Registry DC Dept. of Health Health Regulation Administration Child & Residential Care Facilities Division 825 North Capitol Street, NE, 2nd Floor Washington, DC 20002 (202) 442-5877 Registry Managed by Promissor PO Box 13785 Philadelphia, PA 19101-3785 Phone: (888) 274-6060 Online NAR: https://www.asisvcs.com/services/registry/search_generic.asp?CPCat=0709NURSE
FLORIDA FL Nurse Aide Registry FL Dept. of Health MQA/CNA Program 4052 Bald Cypress Way BIN # C13 Tallahassee, FL 32399-3263 Registry Line: (850) 245-4567 Exemption Line: 850-245-4125 FAX: (850) 488-4281 Online NAR: http://ww2.doh.state.fl.us/cnanet/cnalist.aspx	GEORGIA GA Nurse Aide Registry GA Health Partnership - GMCF 1455 Lincoln Parkway East, Suite 750 Atlanta, GA 30346-2200 Phone: (678) 527-3010 (local) or (800) 414-4358 FAX: (678) 527-3001 Online NAR: www.ghp.georgia.gov	HAWAII HI Nurse Aide Registry HI Dept. of Commerce & Consumers Affairs Professional & Vocational Licensing Branch PO Box 3469 Honolulu, HI 96816 Phone: (808) 734-586-3000 FAX: (808) 734-8318

<p>IDAHO ID Nurse Aide Registry ID Dept. of Health & Welfare Division of Medicaid Bureau of Facility Standards PO Box 83720 Boise, ID 83720-0036 Phone: (208) 334-334-6620 FAX: (208) 334-6629</p> <p>Managed by D&S Diversified, Headmaster, LLP Online NAR: http://206.127.65.98/cgi-bin/CGIServer/root?StateAbbrv=ID</p>	<p>ILLINOIS IL Nurse Aide Registry IL Dept. of Public Health Education & Training Section 525 W. Jefferson Street Springfield, IL 62761 Phone: (217) 785-5133 Verification: (217) 782-3070 FAX: (217) 782-0382 Online NAR: http://app.idph.state.il.us/nar/index.htm</p>	<p>INDIANA IN Nurse Aide Registry IN State Department. of Health Division of Long Term Care 2 N Meridian Street, Section 4B Indianapolis, IN 46204 Phone: (317) 233-7351 Verification: (317) 233-7612 FAX: (317) 233-7750 Online NAR: www.in.gov/isdh/regsvcs/acc/certhha/</p>
<p>IOWA IA Direct Care Worker Registry IA Dept. of Inspections & Appeals Health Facilities Division Lucas State Office Building Des Moines, IA 50319-0083 Phone: (515) 281-4077 FAX: 515-242-5022 Verification: (866) 876-1997 Online NAR: https://dia-hfd.iowa.gov/DIA_HFD/Home.do</p>	<p>KANSAS KS Nurse Aide Registry KS Dept. of Health & Environment Health Occupations Credentialing 1000 SW Jackson Street, Suite 200 Topeka, KS 66612-1365 Verification: (785) 296-6877 Registry: (785) 296-0059 FAX: (785) 296-3075 Online Abuse List: http://www.kdhe.state.ks.us/hoc/abuse_neglect_exploitation/index.html Online NAR: http://www.ksnurseaidregistry.org/</p>	<p>KENTUCKY KY Nurse Aide Registry KY Board of Nursing 312 Whittington Parkway, Suite 300-A Louisville, KY 40222 Phone: (502) 329-7047 FAX: (502) 696-3955 Online NAR: ssla.state.ky.us/KBN/kbnknar.asp</p> <p>(\$1.00 charge per nurse aide query)</p>
<p>LOUISIANA LA Nurse Aide Registry LA State Board of Examiners for Nursing Facility Administrators 5647 Superior Drive Baton Rouge, Louisiana 70816 Phone: (225) 295-8575 FAX: (225) 295-8578 Online NAR: www.labenfa.com/naidesreg/</p>	<p>MAINE ME Registry of Certified Nurse Aides ME Dept. of Human Services Division of Licensing & Certification State House Station #11 442 Civic Center Drive Augusta, ME 04330 Phone: (207) 287-9310 FAX: (207) 287-9325</p>	<p>MARYLAND MD Nurse Aide Registry MD Board of Nursing 4140 Patterson Avenue Baltimore, MD 21215-2254 Phone: (410) 585-1900 FAX: (410) 585-8042 Online NAR: https://12.153.47.224/</p>
<p>MASSACHUSETTS MA Nurse Aide Registry MA Dept. of Public Health Division of Health Care Quality 10 West Street Boston, MA 02111 Phone: (617) 753-8143 Verification: (617) 753-8192 FAX: (617) 753-8096</p>	<p>MICHIGAN MI Nurse Aide Registry MI Dept of Community Health Bureau of Health Professions PO Box 30670 Lansing, MI 48909 Phone: (517) 241-0554</p> <p>Registry Managed by: The Chauncey Group International 664 Rosedale Road Princeton, NJ 08540 Verification: (800) 748-0252 Online NAR: www.chauncey.com/State_Nurse_Aide/michigan.htm</p>	<p>MINNESOTA MN Nursing Assistant Registry MN Dept. of Health 85 E 7th Place, Suite 300 PO Box 64501 St. Paul, MN 55164-0501 Phone: (651) 215-8705 (800) 397-6124 (in state only) FAX: (651) 215-8709</p>

<p>MISSISSIPPI MS Nurse Aide Registry MS Dept. of Health Health Facilities Licensure & Certification 570 East Woodrow Wilson (zip 39216) Osborne Building, Suite 200 PO Box 1700 Jackson, MS 39215-1700 Phone: (601) 576-7300</p> <p>Registry Managed by Promissor PO Box 13785 Philadelphia, PA 19101-3785 Phone: (888) 204-6213 Online NAR: www.Promissor.com (Registry Services/MS Nurse Aides/Search the Registry)</p>	<p>MISSOURI MO Nurse Aide Registry MO Dept. of Health & Senior Service Division of Health Health Education Unit PO Box 570 3418 Knipp Jefferson City, MO 65102 Phone: (573) 751-3082 Verification: (573) 526-5686 FAX: (573) 526-7656</p>	<p>MONTANA MT Nurse Aide Registry MT Dept. of Public Health & Human Services Certification Bureau Nurse Aide Registry PO Box 202953 2401 Colonial Drive, 2nd Floor Helena, MT 59620-2953 Phone: (406) 444-4980 FAX: (406) 444-3456 Online NAR: http://161.7.8.64/QAD/nurseaideregistry.jsp</p>
<p>NEBRASKA NE Nurse Aide Registry NE Dept. Health & Human Services Regulation & Licensure Credentialing Division PO Box 94986 Lincoln, NE 68509-4986 Phone: (402) 471-0537 Verification: (402) 471-0537 FAX: (402) 471-1066 Online NAR: http://www.nebraska.gov/LISearch/search.cgi</p>	<p>NEVADA NV Nurse Aide Registry NV State Board of Nursing 5011 Meadow Mall Way, # 201 Reno, NV 89502-6547 Phone: (775) 688-2620 or (800) 746-3980 Verification: (888) 590-6726 FAX: (775) 688-2628 Online NAR: http://www.nursingboard.state.nv.us/verification/formLicense.html</p>	<p>NEW HAMPSHIRE NH Nurse Aide Registry NH Board of Nursing 21 South Fruit Street, Suite 16 Concord, NH 03301-2431 Phone: (603) 271-6282 or (603) 271-2323 Verification: (603) 271-6599 FAX: (603) 271-6605 Online NAR: http://www.nhlicenses.nh.gov/WebLookUp/</p>
<p>NEW JERSEY NJ Nurse Aide Registry NJ Dept. Health & Senior Services Division of Long Term Care Systems PO Box 367 Trenton, NJ 08625-0367 Phone: (609) 633-9171 Fax: (609) 341-3552</p> <p>Registry managed by Promissor PO Box 13785 Philadelphia, PA 19101-3785 Phone: (800) 274-8970 Online NAR: https://www.asisvcs.com/services/registry/search_generic.asp?CPCat=0631NURSE</p>	<p>NEW MEXICO NM Nurse Aide Registry NM Dept. of Health 1421 Luisa Street Suite R Sante Fe, NM 87505 Phone: (505) 827-1453 FAX: (505) 827-1419 Online NAR: http://dhi.health.state.nm.us/nar/index.php</p>	<p>NEW YORK NY Nurse Aide Registry NY State Dept. of Health Bureau of Professional Credentialing 161 Delaware Delmar, NY 12054-1393 Phone: (518) 408-1297</p> <p>Registry Managed by: Thomson Prometric (Formerly The Chauncey Group International) 664 Rosedale Road Princeton, NJ 08540 Verification: (800) 918-8818 Online NAR: www.nynar.chauncey.com</p>
<p>NORTH CAROLINA NC Nurse Aide Registry (Nurse Aide 1) NC Dept. of Health & Human Services Division of Facility Services 2709 Mail Service Center Raleigh, NC 27699-2709 Phone: (919) 855-3969 Verification: (919) 715-0562 FAX: (919) 733-9764 Online NAR: www.ncnar.org/verify_listings.jsp</p>	<p>NORTH DAKOTA ND Nurse Assistant Registry ND Dept. of Health Division of Health Facilities 600 East Boulevard Avenue, Dept. 301 Bismarck, ND 58505-0200 Phone: (701) 328-2353 FAX: (701) 328-1890 Online Abuse List Only http://www.health.state.nd.us/hf/North_Dakota_certified_nurse_aide.htm</p>	<p>OHIO OH Nurse Aide Registry OH Dept. of Health 246 North High Street, 3rd Floor Columbus, OH 43215-2412 Verif: (outside OH): (614) 752-9500 Verif (OH Residents only): (800) 592-5908 FAX: (614) 995-5085 Online NAR: https://odhlogin.odh.ohio.gov/nar/nar_registry_search.aspx</p>

OKLAHOMA OK Nurse Aide Registry OK State Dept. of Health 1000 NE 10th Street Oklahoma City, OK 73117-1299 Phone: (800) 695-2157 or (405) 271-4085 FAX: (405) 271-1130 Online Abuse Registry: www.health.state.ok.us/program/nrsaid/Abusewww.pdf	OREGON OR Nurse Aide Registry OR State Board of Nursing 800 NE Oregon Street, Suite 465 Portland, OR 97232 Phone: (503) 731-3459 Verification: (503) 731-3459 FAX: (503) 731-4755 Online NAR: http://my.oregon.gov/search/searchResults-submit.do#	PENNSYLVANIA PA Nurse Aide Registry PA Dept. of Health Division of Nursing Care Facilities Room 526, H@W Bldg. 7 th and Forster Streets Harrisburg, PA 17120 (717) 783-8973 Registry Managed by Promissor PO Box 13785 Philadelphia, PA 19101-3785 Phone: (800) 852-0518 FAX: (610) 617-9398 Online NAR: https://www.asisvcs.com/services/registry/search_fs.asp?CPCat=0639NURSE
RHODE ISLAND RI Nurse Aide Registry RI Dept. of Health Professionals 3 Capitol Hill, Room 105 Providence, RI 02908-5097 Phone: (401) 222-5888 FAX: (401) 222-3352 Online Abuse Verif: http://www.health.ri.gov/hsr/profession/s/n_assist_discip.php	SOUTH CAROLINA SC Nurse Aide Registry SC Dept. of Health & Environment Control 2600 Bull Street Columbia, SC 29201 Phone: (803) 545-4205 Registry Managed by Promissor PO Box 13785 Philadelphia, PA 19101-3785 (800) 475-8290 Online NAR: www.asisvcs.com/services/registry/search_generic.asp?CPCat=0741NURSE	SOUTH DAKOTA SD Nurse Aide Registry SD Board of Nursing 4305 South Louise Avenue, Suite 201 Sioux Falls, SD 57106 Phone: (605) 362-2760 FAX: (605) 362-2768
TENNESSEE TN Nurse Aide Registry TN Dept. of Health Division of Health Care Facilities Cordell Hull Building, 1st Floor 425 5th Avenue North Nashville, TN 37247-0508 Phone: (888) 778-4504 FAX: (615) 248-3601 Online NAR: www2.state.tn.us/health/licensure/index.htm Online Abuse Registry: www2.state.tn.us/health/abuseregistry/index.html	TEXAS TX Nurse Aide Registry TX Dept. of Aging & Disability Services Licensing & Credentialing Regulatory Services PO Box 149030, MC W-240 Austin, TX 78714-9030 Phone: (512) 231-5829 FAX: (512) 231-5858 Verification: (800) 452-3934 or http://www.asisvcs.com/indhome.asp?CPCat=0644NURSE Online Sanction Registry www.dads.state.tx.us/business/tcr/credentialing/sanctions/output.cfm	UTAH UT Nurse Aide Registry UT Health Technology Certification Center 550 E. 300 South Kaysville, UT 84037 Phone: (801) 547-9947 FAX: (801) 593-2400 Online NAR: http://206.127.65.98/cgi-bin/CGIServer/root?StateAbbrv=UT
VERMONT VT Nurse Aide Registry VT State Board of Nursing Heritage Building 81 River Street Montpelier, VT 05609 Phone: (802) 828-2819, (802) 828-2453, or (802) 828-2396 FAX: (802) 828-2484 Online NAR: www.vtprofessionals.org	VIRGINIA VA Nurse Aide Registry VA Board of Nursing 6603 W. Broad Street, 5th Floor Richmond, VA 23230 Phone: (804) 662-7310 FAX: (804) 662-9512 Online NAR: http://www2.vipnet.org/dhp/cgi-bin/search_publicdb.cgi	WASHINGTON WA OBRA Nurse Aide Registry Aging & Adult Services Administration Residential Care Services Division 640 Woodland Square Loop SE PO Box 45600 Olympia, WA 98504-5600 Phone: (360) 725-2570 FAX: (360) 493-2581

<p>WEST VIRGINIA WV Nurse Aide Registry WV Division of Health Office of Health Facilities Licensure & Certification 1 Davis Square, Suite 101 Charleston, WV 25301-1799 Phone: (304) 558-0688 FAX: (304) 558-1442 Online NAR: www.wvdhhr.org/ohflac/NurseAide/nalookup/NALookup.Asp</p>	<p>WISCONSIN WI Nurse Aide Registry WI Dept. Health & Family Services Bureau of Quality Assurance Office of Caregiver Quality 2917 International Lane, Suite 300 Madison, WI 53704 Phone: (608) 243-2019 FAX: (608) 243-2020</p> <p>Registry Managed by Promissor PO Box 13785 Philadelphia, PA 19101-3785 Phone: (877) 329-8760 Online NAR: https://www.asisvcs.com/services/registry/search_generic.asp?CPCat=0750NURSE</p> <p>Online Caregiver Misconduct Registry: www.dhfs.state.wi.us/caregiver/misconduct.HTM</p>	<p>WYOMING WY Nurse Aide Registry WY Board of Nursing 2020 Carey Avenue, Suite 110 Cheyenne, WY 82002 Phone: (307) 777-7601 Verification: (877) 626-2681 FAX: (307) 777-3519</p>
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